

COASTCITYCOUNTRY TRAINING

**SUPERVISOR APPEALS AND
COMPLAINTS POLICY**

BOARD POLICY NO 3.0



(Incorporating Reporting of Registrar Conduct and/or Suitability)

1. If a Supervisor is not satisfied with a decision made by CoastCityCountry Training Limited regarding an administrative or procedural matter, CoastCityCountry Training Limited acknowledges the right of the Supervisor to appeal or complain about a decision to the CEO and/or Board of CoastCityCountry Training Limited.
2. CoastCityCountry also recognises that first and foremost the Supervisor has a responsibility to patients and the community in which they practice. It acknowledges that at times this may result in a situation where supervisors will request that a Registrar leave a practice.
3. This policy is written in three parts:
 1. Appeals Process
 2. Complaints Process
 3. Reporting of Registrar Conduct and/or Suitability

Appeals versus Complaints

4. The distinction between an appeal and a complaint is an important one. Appeals apply where Supervisors believe a duly promulgated policy or process of CoastCityCountry Training Limited or GPET has not been applied correctly. Examples of grounds for appeal might be where a supervisor believes they have not been adequately trained or updated for the supervision task.
5. Where a policy or process has been correctly applied but a Supervisor simply disagrees with the decision a complaint could be lodged. Examples of

a complaint might be where a Supervisor is unhappy about the process of Registrar allocation in a given term.

The First Steps

6. In the first instance Supervisors should contact their **Supervisor Liaison Officer** for advice, before making an informal approach to the subject (person) with whom they have an issue.

7. If the issue cannot be resolved via an informal approach the Supervisor should proceed with putting their issue in writing and consult with the CoastCityCountry Administration Officer as to whether the issue will be processed as a complaint or an appeal.

The Appeals Process

8. Appeals will be processed in the following manner:

8.1 Where appeals relate to a Supervisor's concerns about the support and training being received as supervisors, they will be dealt with in the first instance by the LTG Medical Educator. The Medical Educator will consult with the CCC Supervisor Liaison Officer to ascertain how the issue might best be resolved. Mediation will be provided as appropriate.

8.2 If the Supervisor is dissatisfied with a decision or action of a medical educator they can appeal in writing to the CEO.

8.3 Where appeals relate to decisions made by medical educators the CEO will in the first instance refer these to the Medical Education Committee. The committee will seek the views of the Supervisor, the SLO where appropriate, and the medical educator who is the subject of the complaint/appeal.

- 8.4 Where appeals relate to administrative or other procedural decisions made by the staff of CoastCityCountry the CEO will seek to resolve the appeal.

The Complaints Process

9. Complaints will be dealt with by the CEO who will consult with others as appropriate.
10. If a process or policy has been properly applied the likely outcome is that the complaint will be noted and acknowledged but no further action taken unless the complaint clearly shows that a policy or process needs to be changed.
11. The only exception to this will be where a complaint is made against a decision made by the CEO. All such complaints will be passed to the Chairperson of the Board of CoastCityCountry Training Limited who will acknowledge the complaint appropriately.

Complaints About Registrar Conduct and/or Suitability

12. CoastCityCountry recognises that first and foremost the Supervisor has a responsibility to patients and the community in which they practice. It acknowledges that at times this may result in a situation where supervisors will request that a Registrar leave a practice and in some cases, where conduct needs to be reported to the NSW Medical Board.

Supervisor Action

13. Supervisors are requested to consult with the medical educator in their region at the first signs that a Registrar is not coping with their general practice term or where a Supervisor is concerned about the suitability of the Registrar for General Practice.

14. Should an incident require that the Registrar be reported to the NSW Medical Board, in addition to taking the appropriate action in accordance with NSW Medical Board policy, Supervisors are also requested to:

1. Advise the CEO of CoastCityCountry Training in writing that such action has been taken
2. Advise the Registrar that such action has been taken

15. CoastCityCountry Training recognises that in these situations Supervisors will follow legal advice provided to them and that such advice might include not disclosing details to a third party. For this reason it seeks only to be informed that action has been taken even if the details of the complaint cannot be provided.

CEO Action

16. Following receipt of advice from a Supervisor that a Registrar has been reported to the NSW Medical Board the CEO will contact the Registrar and request that the Registrar sign a release form in which they agree that the issues before the Board can be discussed with the CEO of CoastCityCountry Training Limited. After discussion with the NSW Medical Board the CEO will:

1. Arrange for an interview with the Registrar, attended by the CEO and Medical Educator to determine the immediate future for the Registrar, including ongoing placement, confirming the Registrar's ability to cope with the situation, and determining the form of additional supervision where required.
2. Where the Registrar requires or seeks medical treatment or assessment, place the Registrar on indefinite leave until health issues are resolved to the satisfaction of the Medical Educator.
3. Seek the advice of the CoastCityCountry Training Limited Board.

Ongoing Supervision

17. In these circumstances CoastCityCountry Training Limited recognises the need to balance the principle of natural justice for the Registrar with its commitments to supervisors and patients. Therefore, if a Registrar seeks to continue in the training program until a decision is made by the NSW Medical Board, CoastCityCountry Training will ensure that the Registrar is closely supervised regardless of the GP Training Term they are undertaking.

Biannual Review of This Policy

18. The CEO will provide biannual summaries of complaints and appeals registered with the CEO and matters before the NSW Medical Board, to the Board of CoastCityCountry Training Limited.